QUALITYKIOSK TECHNOLOGIES

QK's monitoring solution provides consistent insight into payment gateway journey performance

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Overview

Our client, a global leader in financial services technology, provides critical payment solutions and processing services that power financial institutions and merchants worldwide. Quality-Kiosk partnered with the merchant solutions division to address the challenge of monitoring payment journey performance in production, developing an approach that emulates real user journeys while operating within strict banking security constraints.

Their partnership with QualityKiosk led to a breakthrough solution leveraging our proprietary card vault and comprehensive synthetic monitoring—crucial for ensuring uninterrupted payment processing and business readiness during peak transaction periods. Our synthetic monitoring solution was a strategic driver in elevating customer experience, improving satisfaction, and strengthening user trust in CX-facing applications.

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Strategic Imperatives & Challenges

Our client needed a proactive monitoring solution that could scale across multiple payment gateways and banking partners without compromising security protocols.

Their key challenges included:

- Improving customer retention by proactively detecting and fixing issues
- Eliminating payment failures
- Monitoring during off-peak hours using real transactions
- Need to undertake real card transactions to simulate and monitor user journeys

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Our Approach

Our solution combines QualityKiosk's proprietary Card Vault with our Qlenium Synthetic Monitoring Framework, leveraging intelligent automation and containerized execution to minimize false positives. Our Digital Experience Monitoring Service through dedicated global synthetic monitoring instances—unlike typical PaaS models—sets us apart from competitors. Qlenium's pretrained algorithms perform auto cross-verification, reducing false alerts by 80% and, and ensuring monitoring teams focus on genuine issues.

Benefits of our services

- Exclusive Card Vault for real payment flows
- API and UI monitoring for Card Present and Card Not Present
- Early detection and resolution of production issues
- Real-time monitoring, including SLA monitoring
- Exhaustive validation on blue-green environments
- Real-time alerts through calls and incident logging system
- Visibility across merchant-network-issuer bank ecosystem

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Results Achieved

The implementation delivered significant improvements across multiple dimensions:

Time to Market

Successfully deployed the monitoring system with a very fast Time-to-Market

Quality Assurance

Identified gaps in functional, performance, security, and compliance testing and created a continuous feedback loop between production monitoring and pre-production testing.

Monitoring Coverage Especially During Off-Peak Business Hours

Achieved comprehensive coverage across multiple banking partners and transaction types, ensuring reliable performance data especially during off-peak hours

Our client now monitors their entire payment journey performance effectively and maintains high service levels while working within the constraints of banking security systems. Through our fully managed service approach and exclusive card vault capabilities, we deliver confident deployments and comprehensive payment ecosystem monitoring. The solution continues to evolve, providing a foundation for future growth and enhanced monitoring capabilities.

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About QualityKiosk Technologies
QualityKiosk is a focused Reliability, Cloud, AI, and Product Engineering solutions provider. The company, established in 2000, offers diverse services enabling organizations to adopt and adapt AI in Product Development, Quality and Reliability Engineering, CloudOps and Automation. In an AI-first world, QK synthesizes deep domain expertise with excellence in technology to consistently deliver great experiences for its customers' customers.

Operating in more than 25 countries and with over 3,500 employees, QualityKiosk helps leading brands in banking, capital markets, insurance, automotive & manufacturing, technology & digital natives, consumer goods, and healthcare to transform their digital capabilities.

The company's expertise and achievements have garnered recognition from esteemed global advisory firms such as Forrester, Gartner, and The Everest Group for innovative, IP-led solutions and the significant value those solutions deliver to clients.

For more information, visit:
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